

MICHAEL HOANG

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CAREER SUMMARY

Entry-level IT professional transitioning from a 10-year career as a Pharmacy Technician. I have built and maintained a Linux-based home lab to develop practical experience with Linux, networking, Docker, and self-hosted services while teaching myself programming and foundational IT skills. My experience in healthcare strengthened my attention to detail, ability to follow established procedures, and commitment to protecting sensitive information. I am currently pursuing my CompTIA A+ certification and look forward to contributing to an IT team while continuing to grow my technical skills.

SKILLS

Operating Systems: Windows 10/11, Linux

Systems & Infrastructure: Linux System Administration, Docker, Virtual Machines, Self-hosted Services, Reverse Proxy (Nginx), SSL/TLS, VPN

Networking: TCP/IP, DNS, DHCP, Routers & Switches, SMB, Basic Network Troubleshooting

Programming & Tools: Python, Git & GitHub, SQL, HTML, CSS, JavaScript (Basic)

TECHNICAL PROJECTS

Linux Home Lab

- Built and maintain a Linux-based home lab hosting multiple self-hosted services, deployed via Docker with reverse proxy (Nginx) and SSL/TLS configuration.
- Configured VPN access, network storage, and automated backups; manage routing, DNS, and DHCP across the environment.
- Troubleshoot Linux, hardware, and networking issues to maintain uptime and system availability.

Pharmacy Workflow Tool

- Developed a Python application to improve documentation workflow and reduce repetitive tasks.
- Designed the application based on feedback from pharmacy staff.

Personal Website

- Designed and maintain a personal portfolio website using HTML, CSS, and Git.
- Use GitHub for version control and ongoing updates.

PROFESSIONAL EXPERIENCE

Pharmacy Technician

December 2018 – May 2023

UCI Medical Center – Orange, CA

- Protected confidential patient information while following healthcare privacy policies and established procedures.
- Maintained detailed documentation to support patient care and specialty medication workflows.
- Managed specialty medication inventory, placed drug orders, monitored backorders, and coordinated with pharmacists, physicians, and nursing staff to resolve supply issues.
- Maintained accurate inventory records and ensured medications were available for patient treatment.
- Worked closely with pharmacists and healthcare providers to support safe, timely, and accurate patient care.

Pharmacy Technician

December 2013 – December 2021

Walmart – Orange, CA

- Assisted customers with prescription questions and provided professional customer service in a high-volume retail pharmacy.
- Entered and updated patient information while maintaining confidentiality and accuracy.
- Worked with pharmacists to prepare and dispense prescriptions according to established procedures.
- Resolved customer concerns while maintaining accuracy in a fast-paced environment.
- Assisted with inventory management and medication stocking.

CERTIFICATIONS**CompTIA A+**

August 2026

CompTIA Network+ (Planned)**CompTIA Security+** (Planned)**EDUCATION****Bachelor of Science, Chemistry**

University of California, Riverside – Riverside, CA

2014

High School Diploma

Bolsa Grande High School – Garden Grove, CA

2009